

**ARIZONA STATE BOARD FOR PRIVATE POSTSECONDARY EDUCATION**  
**1400 West Washington, Room 260**  
**Phoenix, Arizona 85007**  
**(602) 542-5709**

**STUDENT GRIEVANCE PROCEDURE REQUIREMENTS**  
**TO COMPLY WITH R4-39-104(D)(9)**

**Updated August 2009**

**REQUIREMENT:**

The State Board requires all institutions to have a published grievance procedure that includes a reference to the student's right to file a complaint with the Arizona State Board for Private Postsecondary Education. All licensed institutions (accredited, non-accredited, vocational, and degree) must:

1. Have a published student grievance procedure that:
  - (a) Specifies the procedures a student must follow if a student has a complaint, grievance, or dispute with the institution at which the student is enrolled, with established timelines and requiring written documentation; and
  - (b) Specifies the institutional requirements for responding to or investigating a student grievance, with established timelines and requiring written documentation. The published grievance procedure must appear in a printed institutional document that is easily accessible to the student. It can appear in the catalog, student handbook, enrollment agreement or any other document that the institution provides to the student. A grievance procedure cannot appear **only** as a notice posted at the institution, nor can it be distributed **only** as a miscellaneous handout.
2. Include in this published grievance procedure the following statement regarding student rights:

*"If the complaint can not be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1400 W. Washington Street, Room 260, Phoenix, AZ 85007, phone # 602-542-5709, website address: [www.ppse.az.gov](http://www.ppse.az.gov)*

**COMPLIANCE:**

To demonstrate compliance you must submit the following:

1. Submit a copy of the published grievance procedure with the required language.
2. Provide the names of all publications or printed institutional documents in which the grievance procedure appears.